

# **Cluster Teams**

- Infrastructure & Revenue Development
- Life & Leisure Services
- Organizational Efficiency
- Public Safety & Human Services

## **What Are Cluster Teams?**

Cluster teams further streamline the City's organization by pulling several related departments together under a key business unit. Cluster teams are facilitated by the City Manager and his assistants to achieve an interconnectedness that is critical in today's operating environment. Cluster team management enhances financial control and long-range planning by requiring that all departments focus not only on their individual needs but also on the needs of the cluster unit as well. Clusters are expected to develop annual and long-range goals; integrate departmental plans to key business unit plans; share resources across departmental lines as necessary; eliminate disparity in the application of organizational policies; and, most of all, make a positive and substantial contribution to the attainment of the City's mission statement – "To Be The Most Livable City In Virginia."

## **Why Do We Need to Reorganize Under Cluster Teams?**

Increasing demands for services with dwindling revenues from the federal and state governments compel us to tighten financial and operational control in the organization. The clustering of departments into key business units accomplishes that. More importantly, however, cluster management will allow us to be better prepared for future challenges such as homeland security; human self-sufficiency development; and redevelopment. No one department acting in isolation can prepare our citizens or community for these challenges – it takes a strongly coordinated and integrated effort on the part of multiple departments and outside entities to achieve what our community will need in the future. Cluster team integration will bring together the City entities that are responsible for these issues into integrated units. Finally, the cluster alignment will make customer interface more smooth, reducing the number of units that citizens need to interact and familiarize themselves with down from 31 to four. The cluster leader will be able to help any customer with matters of concern. The four cluster areas have been developed from a customer perspective, emphasizing the things that matter most to them.